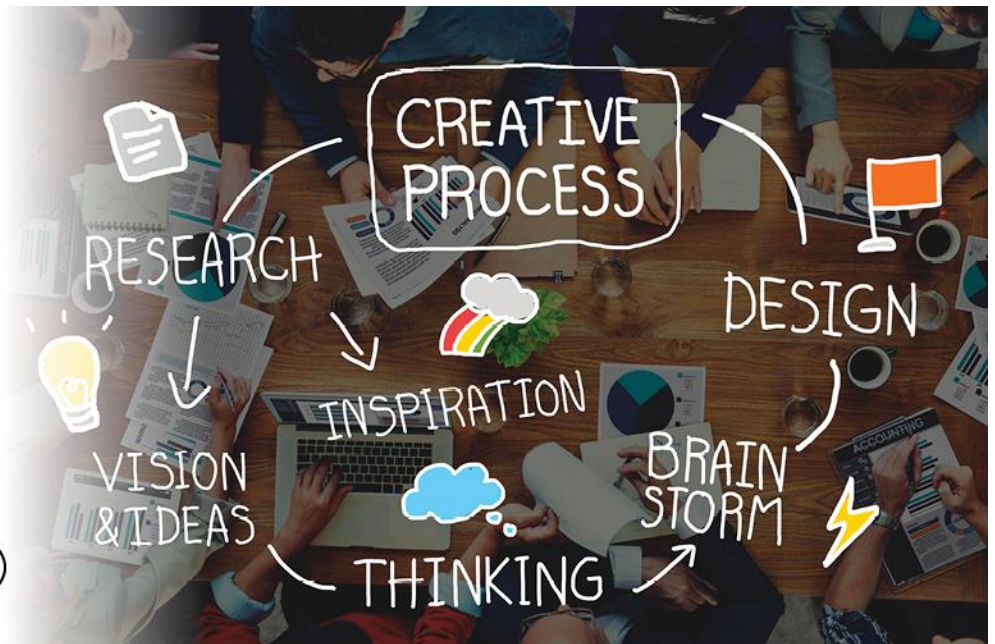


# Get to Know Linda

Linda



Linda Cass  
National Associate Account  
Manager  
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**Q: What do you think are the best skills that you bring to your job?**

A: Great relationships with customers, computer literate, problem solver, quick learner, and a team player.

**Q: How long have you been working in your field?**

A: 10 years- all at HUB Pen

**Q: What is your biggest accomplishment?**

A: Losing 125 pounds, and getting healthy and staying that way for over 2 years and setting a good example for my children and grandchildren.

**Q: What is your favorite promotional product and why?**

A: I love our Javalina- the way it writes is great, and I love the curved barrel. Also 690 Santorini Torch- I love using it where the lights are so dim you can't read - or filling out forms, it's better than using your cellphone. It is also great for anytime you need a light.

**Q: What problems do you consistently solve for your clients?**

A: Stock availability- give pen suggestions and when we expect stock. Pen decisions- I send a corporate presentation with choices and their customer's logo on the pens. They approve proof and the order isn't moving- I work with CSR to get the order moving along for them. Getting an order expedited when the in hands date is very close - I work with Production to get the order rushed. Help get new proof in the works when the artwork is setup and is not to the customer's liking.

**Q: What is a typical day like for you?**

A: Follow up with all my emails from eblast. Check on my large orders in house. Call or email to make sure samples were received. Make sure orders set to ship that day ship and let customer know. Send out quotes, shipping estimates, pen recommendations, samples, custom branded flyers, find pens for artwork sent in, and answer emails from external websites. Do corporate presentations for distributors for new programs or to get a new client

**Q: What are you happiest doing, when you're not working?**

A: Spending time with my kids and grandkids, going the zoo, going the park, beach, etc. I also enjoy walking, bike riding, bowling, swimming, playing catch, walking our dog, and just spending time with my family.

**Q: What is your favorite food?**

A: Beef Teriyaki.

**Q: What is your favorite place you've ever visited?**

A: Navarre Beach, Florida

**Q: What is your favorite get pumped song?**

"Money" by Pink Floyd ☺